

DETAILED ACTION

Response to Amendment

1. Claims 1, 2, 4, 6, 8-11, 13, 14, 17-22, 25-28, 31, and 32 have been cancelled; therefore, Claims 3, 5, 7, 12, 15, 16, 23, 24, 29, and 30 are currently pending in application 09/941,863.

EXAMINER'S AMENDMENT

2. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

3. Authorization for this examiner's amendment was given in a telephone interview with **Randi Isaacs (Reg. No. 56,046) on 5/8/2008.**

The application has been amended as follows:

1. Claim 3, line 7, add **"automatically"** before "selecting a type".
2. Claim 5, line 6, add **"automatically"** before "select a packing"; line 7, add **"from a database of the server of the transport operator that stores data representing the different packing boxes"** after "been received"; and line 10, replace "a server" with **"the server"**.
3. Claim 12, line 19, add **"automatically"** before "selecting a type".
4. Claim 15, line 9, add **"automatically"** before "searching a type".
5. Claim 16, line 16, add **"automatically"** before "searches a type".

6. Claim 23, line 12, add "**automatically**" before "searching a type".
7. Claim 24, line 17, add "**automatically**" before "searches a type".
8. Claim 29, line 1, add "**to be used on a computer,**" after "program product"; line 7, add "**automatically**" before "selecting a type".

Drawings

3. New corrected drawings in compliance with 37 CFR 1.121(d) are required in this application because the drawings need to be translated to English. Applicant is advised to employ the services of a competent patent draftsman outside the Office, as the U.S. Patent and Trademark Office no longer prepares new drawings. The corrected drawings are required in reply to the Office action to avoid abandonment of the application. The requirement for corrected drawings will not be held in abeyance.

Allowable Subject Matter

4. **Claims 3, 5, 7, 12, 15, 16, 23, 24, 29, and 30 are allowed.**
5. The following is an examiner's statement of reasons for allowance:
6. The Prior art fails to teach or suggest a product maintenance method/system which *automatically* correlates/determines the correct shipping box to be sent to the customer for a product repair return, based on saved data regarding products and corresponding box sizes/types.
7. Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue

fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Conclusion

8. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Jonathan Ouellette whose telephone number is (571) 272-6807. The examiner can normally be reached on Monday through Thursday, 8am - 5:00pm.
9. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Weiss can be reached on (571) 272-6812. The fax phone numbers for the organization where this application or proceeding is assigned (571) 273-8300 for all official communications.
10. Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the Office of Initial Patent Examination whose telephone number is (703) 308-1202.

September 8, 2008

/Jonathan Ouellette/

Primary Examiner, Art Unit 3629